

INQUIRY COMMITTEE RECORD OF DECISION

FILE NAME: DH1304

FACTS

On April 18, 2013, the College received a complaint against a Registrant alleging that (s)he had been overbilled for dental hygiene services and that the Registrant had acted in an unprofessional manner.

On May 6, 2013, the CDHBC Inquiry Committee initiated an investigation under s. 32(2) of the Health Professions Act, R.S.B.C. 1996, c. 183 (the "Act) to determine whether the Registrant had acted in an unprofessional manner and/or overbilled for dental hygiene services.

Under direction of the Inquiry Committee, the CDHBC Registrar notified the Registrant of the investigation and requested the Registrant's response to the investigation in accordance with s. 33(5) of the Act.

The Registrant provided a written response, in which (s)he denied the allegations and provided copies of the Complainant's patient chart.

On June 5, 2013 the Inquiry Committee appointed an inspector to assist with its investigation. On September 30, 2013, the College office received a copy of the inspector's report, a copy of which was provided to the Registrant and the Complainant for comment. The report and respective responses to the report were submitted to the Inquiry Committee for review in consideration of their decision in this matter.

COMMITTEE DECISION

At the conclusion of the investigation, the Inquiry Committee determined that the allegations turned primarily on questions of credibility which it was not positioned to assess in the context of an investigation under the Act.

In accordance with section 33(6)(a) of the *Health Professions Act*, the Inquiry Committee determined to take no further action apart from issuing a letter of warning to the Registrant to ensure the accuracy of all billings and to recommend that the Registrant complete: (a) an appropriate course on professionalism in communication as part of his/her Continuing Competency or QAP Development plan in 2014; and (b) an appropriate course on documentation standards as part of his/her Continuing Competency or QAP Development plan in 2014.

RELEVANT PROVISION OF ACT, REGULATION, OR BYLAWS: *Act, section 33(4); 33(5); 33(6)(a)*

STATUS: Closed

LEGISLATIVE AUTHORITY: *Health Professions Act s 33*